State of Utah   **Product Description**

Product Number: 4225.05.15

DFCM WEB SITE

Effective Date: July 1, 2014
Revision Date: June 30, 2015
Version: 0.0.1
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DFCM's website is an end-user content contributor Joomla site which was jointly development, and as such it is a complete business communication application, providing a real-time project resource for state agencies, architects, contractors and citizens.

This site is managed and supported by DFCM's Joomla Users and DTS. The technologies used to maintain the website include: Linux server, HTML, PHP, MYSQL databases and DreamWeaver.

The hours of support required for DFCM Web Site are listed below.

Application	Support Hours	Days of Week
DFCM Website	Business Hours	Monday - Friday

Product Features and Descriptions

Feature	Description
Current Projects	This area provides the "announcement" and "award" location when Architects and contractors can access all new project bid documents, Specs, addenda and other related project information. This website area is managed by key users who have login access to content management screens which are provided to add, edit and delete construction project information and documents to the web.
Construction Management	This area provides key program and contact information about the Project Management, Roofing, Paving, and Energy Efficiency Program.

Facilities Management	This area provides key program and contact information about Facilities Management, Services, Energy, Building Automation & Controls, Condition Analysis, and Maintenance Audits.
Energy Program	This area provides program information and requirements.
Real Estate	This area provides key program and contact information about the Real Estate group, their standard documents and current RFP's.
Building Official	This area provides key program and contact information about the State Building Official, their standard documents, forms, Codes, Drawing Reviews, Inspections, and Certificate of Occupancy.
Reports and Standard Documents	This area is the location for Annual Reports, general Standard Documents, Balance Scorecard, Actuate Report Generator, Month Project Ledgers and Facility Focus database application delivery links.

Features Not Included

Feature	Explanation
All items not included in the design	Functionality that was not included in the original design of the website and content management screens or explicitly required and was agreed upon as an enhancement is not included.

Rates and Billing

Feature	Description	Base Rate
Rates for Support	The update and maintenance of this system will be at the DTS approved rate for application development support	See DTS Approved Rate

Ordering and Provisioning

Website enhancements and updates are requested by contacting the DFCM's DTS IT Manager in person, by email, or by telephone. An initial discussion of scope will be conducted, appropriate resources identified and reviewed and a project initiated upon approval by DFCM

DTS Responsibilities

DTS is responsible for:
- Utilizing DTS methodologies for implementation, maintenance, upgrades and enhancements
- Being able to customize the deliverable as requested by the customer
- Maintaining the system per the request of the user within the hourly rate
- Managing the website making changes and enhancements to the infrastructure

Agency Responsibilities

The Agency is responsible for:
- Maintaining DFCM's website content
- Providing system administration and user training
- Providing direction and guidance for the on-going division's needs
- Following change processes as scope and/or needs change
- Providing access to business resources for information gathering, testing, and sign off

DTS Service Levels and Metrics

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Metric Description	Target
DFCM Website System Availability	The system will be available 24 x 7 x 365. It will be supported by DTS during DFCM regular business hours Monday through Friday. We are striving for 99% availability during the supported hours. This will allow for unplanned downtime due to unforeseen events and scheduled down times.

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon critical, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: http://dts.utah.gov/metrics/index.php.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon critical, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: http://dts.utah.gov/metrics/index.php.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:
All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied